MOTOROLA

NEXTEL

Over-the-Air downloading is an exciting new technology that will enable you to download Java applications wirelessly and from the convenience of your home or business at virtually anytime.

Download Apps is the transport application that enables you to download an assortment of Java applications, over the air and right to your phone without the need of a cable.

Download Apps may be pre-installed on your phone as part of Java Apps. Visit **www.nextel.com/idenupdate** to personalize your phone with exciting Java applications from business tools to games. If your phone did not come with Download Apps installed, you may download it from the **www.nextel.com/idenupdate** website by selecting it from the applications catalog.

> NOTE: When downloading the Download Apps application, 27k of data memory space will be required for download. Once downloaded, you will need 65k of Program memory space for installation and 3k-5k of Data memory space free to install the application. (Memory requirements are model number dependent). You may need to deinstall an application of the required size from the Java Apps menu in order to make memory space available. (See "Deinstalling an Application" on page 9).

Please check your phone's Java memory before downloading any applications.

> NOTE: Java application data and Voice Notes share the same memory space on your phone. Using a large amount of memory to store Voice Notes reduces the space available for Java application data. You can create more memory space to download Java applications by deleting stored Voice Notes. In addition, Program memory space and Data memory space are needed for the installation.

> NOTE: While an over-the-air download action is taking place, your phone will not be able to receive any phone, Private or Group Calls.

Checking Your Phone's Memory Status

To check how much memory your phone has available:

1	From the idle screen, press ⊂⊒⊃. The main menu displays.

3	At the **Java Apps** screen press ◎ to scroll to **Java System** and press ⊙ under SELECT. The **Java System** screen displays.

|	
5	After viewing the information, press ⊙ under BACK.

⚠️ **WARNING**	To avoid personal injury, do not use this application on the phone when operating machines, or driving vehicles. This application is licensed to run on Motorola's iDEN® Java-enabled phones only. Unauthorized copying, reproduction or rental public performance of this application is prohibited.

Starting the Download Apps Application

2   At the **Main Menu** screen, press ☺ to scroll to **Java Apps**, and then press ☺ under SELECT.

4   Press ☺ under RUN. The **Downloads Apps** screen displays.
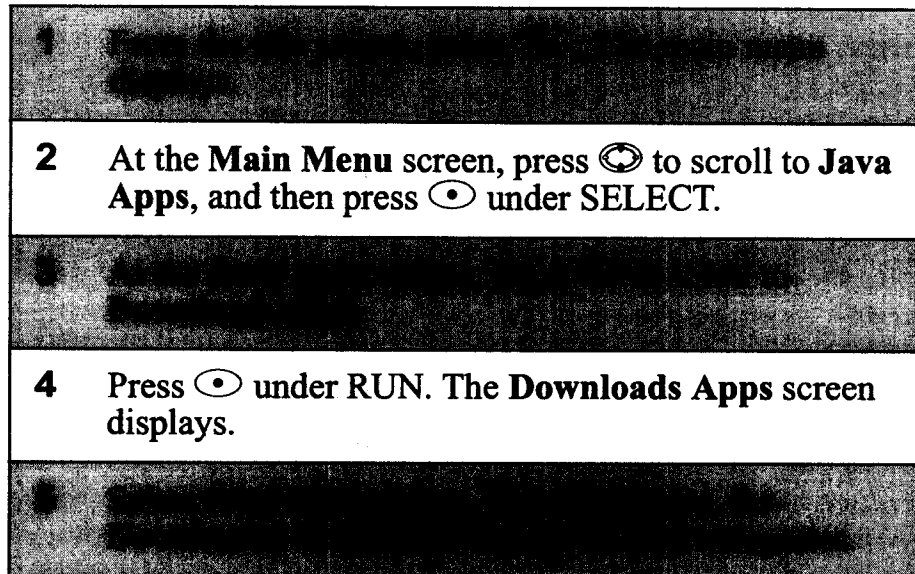
Free Applications

Download Apps allows users to download a variety of applications free of charge.

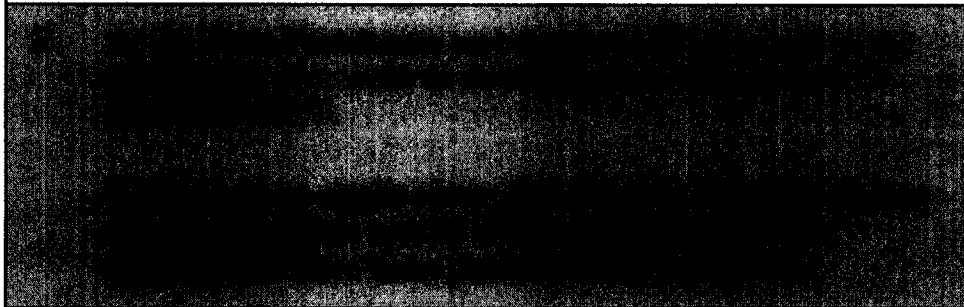|	
1	At the **Download Apps** screen, press ☺ to scroll to **Free Applications**, and then press ☺ under SELECT.

3	At the specified category screen, press ☺ to scroll to the application you want to download and then press ☺ under SELECT. The **App Details** screen displays.

|	
5	To select the application, press ☺ under GET IT. After the application downloads, a **Thank You** screen displays. To immediately download another application, press ☺ under MAIN. For instructions on how to install applications, see "Installing Downloaded Applications" on page 6.

New Purchases

New purchases will list those applications you have bought from the
www.nextel.com/idenupdate website.

1	At the **Download Apps** screen, press ◎ to scroll to **New Purchases**, and then press ⊙ under SELECT. After the applications are located on the network, they will display on your screen.

3	At the **App Details** screen, press ◎ to scroll through the application's detailed information. This screen will help you determine the size of the application you are about to download.
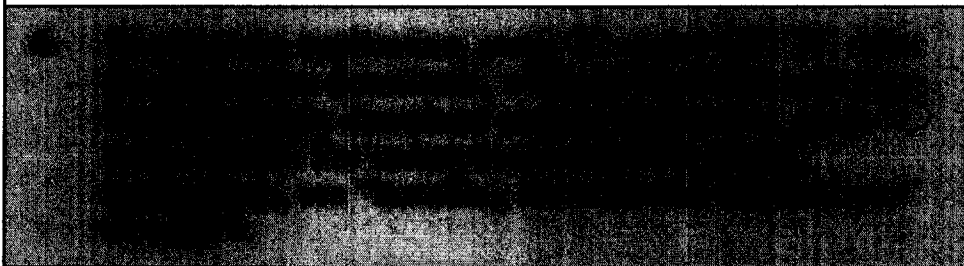
5	To cancel the download, press ⊙ under CANCEL.

Re-Downloads

Once downloaded, all applications are available for re-download free of charge and can be re-downloaded as many times as you desire.

1	At the **Download Apps** screen, press ⬙ to scroll to **Re-Downloads**, and then press ⬿ under SELECT. After the applications are located on the network, they will display on your screen.

3	At the **App Details** screen, press ⬙ to scroll through the application's detailed information. This screen will help you determine the size of the application you are about to download.

5	To cancel the download, press ⬿ under CANCEL.

Installing Downloaded Applications

> **1**   At the **Thank You** screen, press ☉ under EXIT. The **Java Apps** screen displays.
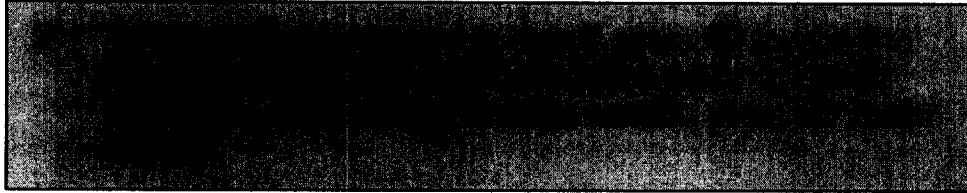
Available Memory

The **Available Memory** screen allows you to see the amount of free memory space your phone currently has.

> At the **Download Apps** screen, press ☼ to scroll to **Available Memory**, and then press ☉ under SELECT. The **Available Memory** screen displays. It contains the amount of memory available for data and program space.
>
> **NOTE: Data memory is mainly used for downloading while Program memory is mainly used for installation.**

Understanding Memory Errors

There are two types of memory errors you may receive:

•   Memory Error

•   Memory Warning

Memory Error

A Memory Error refers to the memory needed to download an application to your phone. It is necessary for you to deinstall an application of a particular size, or delete some Voice Notes to free up the necessary memory.

If you receive a Memory Error:

1   At the **Memory Error** screen, press ⊙ under History.

NOTE: The Download History screen helps you determine which applications are loaded into your phone by providing you with a list of your past download apps and their memory sizes. You can also use this information in case your phone runs low on memory, to determine which application to deinstall. This way you can avoid going through your Java inventory to locate the size of your downloaded applications.
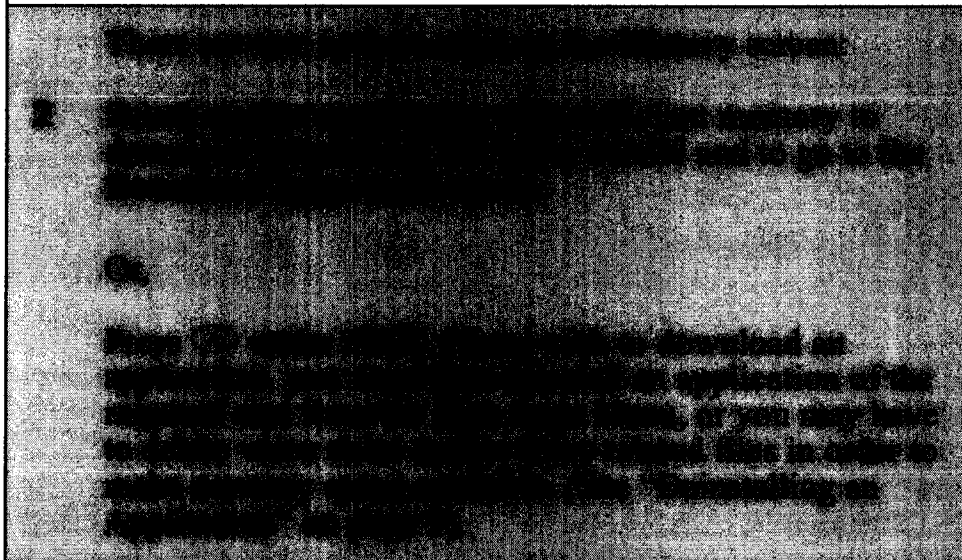
Memory Warning

A Memory Warning refers to the memory needed to install an application on your phone. You will be able to download but not install an application. You will need to delete some Voice Notes or deinstall applications to install the downloaded application.

If you receive a Warning:

> **1**   At the **Warning** screen, press ⊙ under History.
>
>   Or,
>
>   Continue to download by pressing ⊙ under GET IT. (Warning screen only).
>
>   **NOTE:** The Download History screen helps you determine which applications are loaded into your phone by providing you with a list of your past downloaded apps and their memory sizes. You can also use this information in case your phone runs low on memory, to determine which application to deinstall. This way you can avoid going through your Java inventory to locate the size of your downloaded applications.
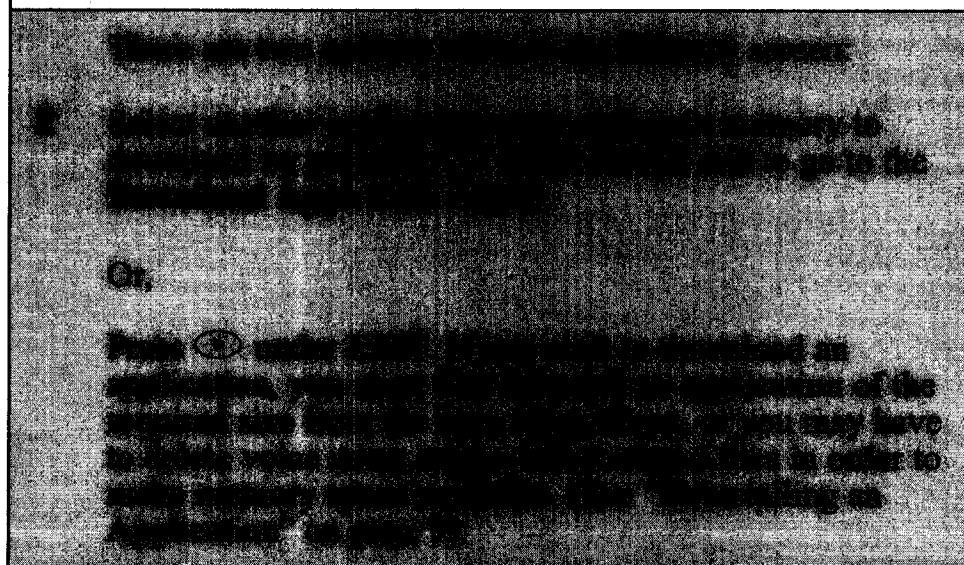
Deinstalling an Application

To deinstall an application:

1	At the **Java Apps** screen, press ◎ to scroll to the application you want to deinstall and then press ⊂▤⊃.
2	At the **Java Apps Menu** screen, press ◎ to scroll to **DEINSTALL** and press ◉ under SELECT.
3	When prompted with a confirmation question, press ◉ under YES.
4	When prompted with a warning message, press ◉ under OK.
5	After the application has deinstalled, press ◉ under DONE.

Help

The Help section provides instructions in the following area: Memory Requirements, Downloading, and Installing.

At the **Download Apps** screen, press ◎ to scroll to **Help**, and then press ◉ under SELECT. The **Help** screen displays.

For online assistance, visit **nextel.com** and click on **Contact Us** to send us an email request. Our representatives are committed to assisting you. Every effort will be made to address your questions or concerns within 24 hours. Or call us at 1-800-639-6111or dial 611 from your Nextel phone.

TROUBLESHOOOTING

Listed below are common resolutions to problems. If these do not resolve the problem, please call the IVN Helpdesk at 217-524-6638, during state business hours.

VIDEO PROBLEMS

No local PC or camera video on a monitor.

check these conditions:

- Verify the monitor is receiving AC power and the monitor is turned on.
- Verify the PC power switch is on and the system AC power cable is firmly seated in an electrical outlet.
- Verify (or adjust) the monitor video source select. To select S Video or Video 1, use either the monitor's remote control or the TV/ video switch on the monitor to cycle through the sources, selecting either S Video or Video 1.
- Verify the monitor S-Video cable is firmly seated at both the monitor and expansion chassis.

Local monitor picture is bad.

check these conditions:

- Check to ensure that the S-Video cable is firmly seated at both the monitor and expansion box ends.

No local camera video, or poor quality camera video (but the PC video is good)

check these conditions:

- The camera button you've selected is associated with an actual camera.
- The camera is plugged into an electrical outlet and turned on.
- The lens cover is not on the camera.
- The camera is pointed at something other than a blank wall.
- Adequate local lighting is provided.
- The camera's iris is open wide enough.
- The camera's cables are all tightly connected at both the camera and system ends.
- The camera is a document camera, the camera's power cord is plugged into an electrical outlet and the power switch is turned on and the "internal" camera switch is selected.

Remote video quality is poor (but local video is good)

check these conditions:

- Inadequate lighting at the remote site.
- Dark background at the remote site.
- Excessive movement at the remote site.

Remote audio not heard well.

check these conditions:

- Check the system volume control.
- Is the remote site speaking into (or close) to a microphone.

Remote audio not heard at all.

check these conditions:

- The remote site may have muted its microphones. Ask someone at the remote site to press the mute button to test whether or not his or her microphone is muted.
- The remote site may have unplugged their microphone. Ask someone at the remote site to check the microphone conditions.
- You can use the System Monitor application to check audio functions.
- If the remote site cannot hear you, please check the above conditions on your local system.

Echo during a point to point videoconference.

check these conditions:

- The remote site's volume may be turned up too high. Ask someone at the remote site to turn down his or her volume.
- If the remote site can not hear your audio when the volume is set at a normal level, check the placement of your microphones and make sure everyone who speaks is within range of a microphone.
- Objects such as books and briefcases can cause echoes if they are placed too close to a microphone.

Echo during a multipoint videoconference.

- Have all the other sites mute their microphones.
- Bring back each one at a time. As each site is brought back, check for echoing by talking.
- When you hear echoes, have that site turn down its volume.
- Continue until all sites are back and the echo is gone.

Note: when you find a site causing an echo, do not assume that the problem is solved. Echo can be caused by more than one site.

Network dialing problems.

When attempting to connect to another site, your local system display's "Call Rejected."

- Both sites are attempting to call each other.
- Remote site does not have their system turned on.
- You are dialing the wrong number.
- You are dialing at an incompatible line speed.

When attempting to connect to another site, you get a "green" connect indication, but you see a "gray screen" on the left monitor.

- The remote site does not have their system turned on.
- One of the systems has Auto Configuration off, and there is an algorithm mismatch.

In a multipoint conference, the network did not connect with a site.

- The affected site did not have their system turned on in time for the network dialing attempt.
- The effected site has Auto Configuration turned off, and there is an algorithm mismatch.
- There is a network automation problem.
- There is a network line problem.
- The local site can attempt to manually dial their assigned bridge port numbers.

PREVENTATIVE / PROACTIVE MAINTENANCE PROCEDURES

Although VTEL does not have, or suggest, and preventative procedures, the IVN suggests the following:

- Dialing into one of the network loopbacks to determine your network connectivity. If you can connect to a loopback, your network link is operational.
- Dialing into one of the network loopbacks to determine if your video and audio is operating properly. When connected to a network loopback, you will receive your own audio and video back, delayed.
- Activate the diagnostic screens on the codec, and check your outgoing audio level, adjust if necessary.
- Test the VCR for playback and record functionality.
- Connect to another site, or the IVN Helpdesk, to test on line with another codec.

If there are any discrepancies, please contact the IVN Helpdesk at 217-6638.

TECHNICAL PREPARATION FOR AN EVENT

Conference setup and testing.

Local sites should power up the video system well before the event to ensure that everything is operating properly, so when the conference attendees arrive, the room is ready for their meeting. The site can launch a video call into one of the IVN network loopback ports, which will show network connectivity and will send your local video and audio back to yourself. Or you could simply call into another video system, which you know is powered on. If everything looks OK during this test, your local site is ready for the conference. If there is any problem, please consult the TROUBLESHOOTING tipsheet, or call the IVN Helpdesk at 217-524-6638, during state business hours.

If the event is a multipoint conference, please make sure the system is turned on well before the planned start time. Please note that in a multipoint conference, the network will automatically call all sites at a pre-determined time. This may be the actual start time, or in most cases, a "set up" period of 15-30 minutes has been built in the automated scheduler. If your system is not on when the network computers call your site, you will not be connected, and will have to manually dial into your assigned bridge port for that event.

Effective Multipoint Conferencing.

Below are technical tips for a multipoint conference which will help ensure a smooth seamless video event.

- Make sure all video sites have their system turned on prior to automated network start time.
- If it is a large videoconference, make sure all sites mute their microphones unless they are speaking. The video bridge is "voice activated", so talking rustling of papers, coughing, ect., will make the bridge switch to that site.
- Have the presenter "poll" each site for questions.
- Every site should have a sign displaying their agency and city.
- Make sure sites do not have their audio turned up too loud.
- Make sure anyone who is speaking is within range of a microphone.